

# **Neighborhood Services Department**

# A decade of building vibrant neighborhoods

Ten years of helping
Phoenix
residents
reclaim,
revitalize
and create
places to
enjoy life,
raise
families
and

a sense of

community.

ince its creation in 1992 the Phoenix Neighborhood Services Department has been a dynamic, committed partner in building vibrant neighborhoods. In partnership with neighborhood leaders, nonprofit organizations and business owners, the department has coordinated, facilitated or funded thousands of neighborhood revitalization and improvement programs and projects. Each project from development of a shopping center to organization of a neighborhood clean-up—is important. Creating and maintaining healthy neighborhoods requires attention to the particulars that make each neighborhood unique and a long term commitment from every neigh-



**Mileposts 1992-2002** 

• The Phoenix City Council approves the

• There are 225 neighborhood associa-

creation of the Neighborhood Services

tions listed with the city's Neighborhood

borhood partner.

As the
Neighborhood
Services
Department prepares to enter its
11th year, we invite
you to celebrate the
ten years of successes we have achieved
together.

the addition of the Public Works Department, become an annual spring activity.

• City awarded a Weed and Seed Grant from the U.S. Department of Justice to weed-out drugs, gangs and crime in the Garfield Neighborhood and seed-in social support and economic opportunity.

 Neighborhood Services Department begins hosting Neighborhoods That Work recognition program to recognize contributions of Phoenix residents to neighborhood improvement.

#### 1995

- The department hauls away 17 semi-truckloads of trash in the clean-up of one derelict property.
- There are 400 neighborhood associations listed with the city's Neighborhood Notification Office.
- Phoenix City Council approves the Neighborhood Preservation Ordinance; the city announces new campaign to eradicate graffiti and introduces spectrophotometer paint matching system to accurately match existing paint colors on buildings and fences.
- The department contracts with nonprofit agencies to provide housing and landlord/tenant counseling services.

#### 1996

 The department receives its first grant from the U.S. Department of Housing and Urban Development to administer lead hazard reduction

activities in private homes.

- Since then the department has completed lead hazard control activities in more than 600 homes and apartments.
- Neighborhood
   Preservation Inspectors
   are given authority to
   issue civil citations for
   violations of the

Neighborhood Preservation Ordinance.

## 1993

• City Council approves the Graffiti Ordinance (amending Chapter 23), making it illegal for minors to purchase vapor-releasing substances such as spray

Notification Office.

Department.

- The Neighborhood Services Department coordinates the first citywide "Paint Out and Clean Up Day," attracting 2,500 volunteers.
- The Neighborhood Initiative Area program is created to focus resources and redevelopment efforts in

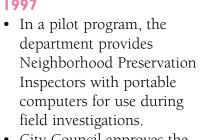
A commitment to neighborhoods

five areas where the city has had longstanding commitments but limited resources.

#### 1994

 Neighborhood Services and Fire departments partner to identify and address weed violations, a project that has, with





City Council approves the Neighborhood Enhancement pilot program to use federal funds to build recreation areas, install lighting, security fencing and traffic mitigation

devices, and make streetscape improvements.



#### 1998

 Comprehensive neighborhood revitalization activites in the Longview Neighborhood Initiative Area are completed.



• The department awards \$224,000 in Community Development Block Grant enhancement funds for playground equipment for Homeward Bound, improvements to Starlight Park, fencing for Ninos Park and landscaping improvements at the Harmon Public Library.



- Average number of days from report to compliance of the Neighborhood Preservation Ordinance is 83 days, compared to 103 days in 1998.
- The department contracts with Cyracom International to provide telephone interpreter services between staff members

and non-English speaking customers. Services are now available in 150 languages.

#### 1999

A dynamic,

committed

pairtner

in building

vibrant neighborhoods. • Residents of South Phoenix Village NIA and the city celebrate the demolition of Rainbow Market, an



addressing the problem of slum rental properties.

Department publishes
 Neighborhood Resource Guide, a
 complete listing of city, state and
 federal resources for neighborhood
 revitalization and improvement.

#### 2000

- Residents of New North Town and Village Center celebrate the culmination of a major department economic development initiative, the
  - grand opening of the Sunnyslope Village Shopping Center at Central Avenue and Dunlap Road.
- The city launches the Sustainable Neighborhood pilot program to improve the built environment in



important step

 City begins enforcing the Arizona Residential Property Statute,

#### 2002

- The Neighborhood Services Department helps organize 500 neighborhood clean-ups, completes \$1.85 million in infrastructure projects, provides landlord/tenant counseling to 10,000 residents, removes 26,500 graffiti sites, completes 677 housing rehabilitations and opens 29,500 neighborhod preservation cases.
- The department launches a citywide home improvement education program and home maintenance workshops for residents.
- Union Hills field office opens.
  - In the past 10 years, department Neighborhood Specialists have helped residents in 109 Fight Back areas fight blight, reduce crime and build a sense of community in their neighborhoods.
  - More than 850 neighborhood associations are listed with the department's Neighborhood Notification Office.

# ng 2003 and beyond

• Home sales in Aviara, Phoenix's first master-planned community in which the city is one of the development partners, are expected to begin in 2004. This



partnership with neighborhood organizations and support neighborhood pride of ownership.

### 2001

• Neighborhood Preservation
Inspectors begin carrying combination cell phone-radio units to improve service and safety; the department launches the Tidemark's Advantage case management system to track neighborhood preservation and zoning enforcement activities.



community in South Mountain Village will feature more than 750 single-family homes. Parks, public gathering places, tree-lined

streets and a trail system will constitute 16% of the acreage.

- In partnership with the Phoenix Police Department,
  - a Neighborhood Resource Center will open at the corner of 24th Street and Broadway in 2004.
  - In the coming years, the department will use the Tidemark's Advantage case management system to correlate information from all department divisions, to

improve communication among department employees and between the department and Phoenix neighborhood leaders.





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